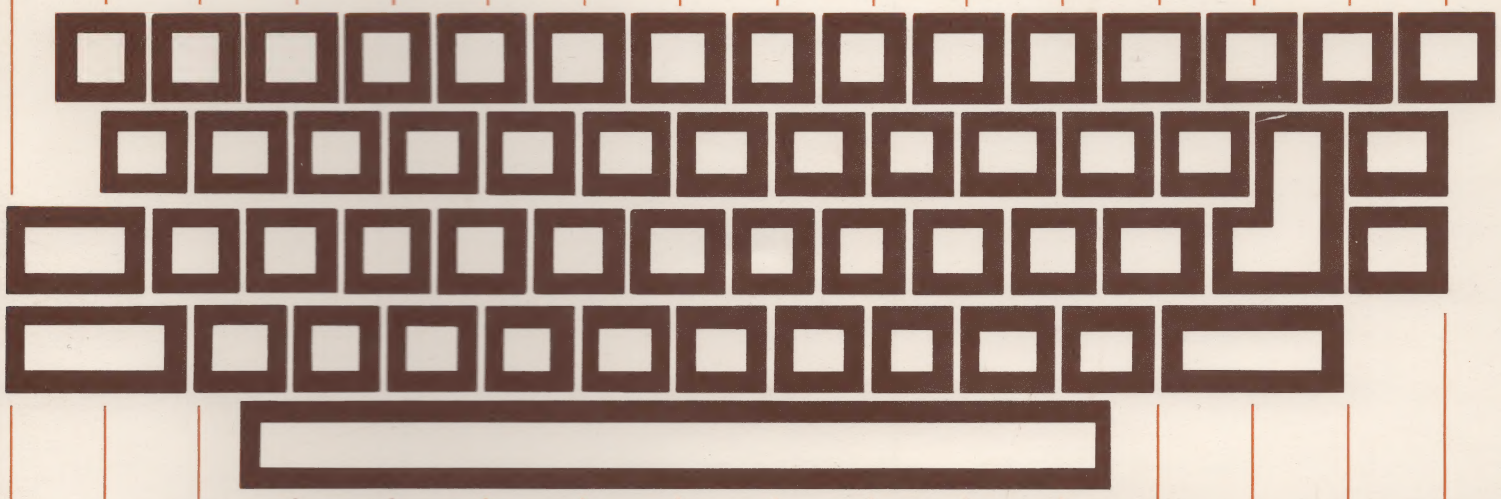
WANG

Office Systems Training Guide



Office Systems Training Guide

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Preface

The purpose of the *Office Systems Training Guide* is to provide company-designated trainers with guidelines for implementing Wang's Office Systems Training Program. The trainer will use this guide after completing word processing training at the Wang office.

Overview

The Office Systems Training Program consists of instructor-driven courses and self-paced documentation designed to teach the user to operate and manage three Wang office systems:

- The Office Information System (OIS)
- The VS/Integrated Information System (VS/IIS)
- The Word Processing System (WPS).

This guide describes each component of the training program, the three main types of users, and the recommended training path for each type of user. It also offers guidelines for administering a training program.

Components

The Office Systems Training Program consists of the following components. Individual course and documentation descriptions are listed **after** the section "Using this Guide."

Instructor-Driven Courses

OIS Pre-Installation Seminar
OIS System Administrator's Course
VS/IIS System Administrator's Course
OIS List Processing System Administrator's Course
Wang Seminar for Office Systems Supervisors
Train the Trainer
Math
Decision Processing
OIS Basic

Self-Paced Documentation

Introduction to Wang Office Systems
OIS Overview
Word Processing Training Package
Glossary Training Workbook
Advanced Functions Training Workbook (OIS and VS/IIS)
Decision Processing Reference Guide
OIS List Processing Training Workbook

NOTE:
For a complete list of documentation for all Wang systems, see the Corporate Publications Literature Catalog (700-5294). An order form for documentation is enclosed at the back of this guide.

Training Diskette

The Office Systems training program also includes a training diskette (included with this guide) that is to be used with some of the self-paced documentation. It contains pre-recorded documents to minimize operator typing. A list of the documents stored on the diskette is contained in Appendix F. The diskette is write protected so that the exercises on it cannot be changed.

NOTE:
The diskette also contains a training document that is used with the instructor-driven Math course. If you would like to administer the course at your company site, you can buy the course materials. For further information, contact your Wang customer support analyst.

The order number for the training diskette is 703-2110. To order additional diskettes, use the supplies ordering form at the back of this guide. If the form has been used, there are more forms in the *Wang Supplies Catalog* (700-5725).

Using this Guide

The following **general** instructions will help you use this guide. You may want to skip over some instructions according to whether you are administering a self-paced package, sending a student to a Wang instructor-driven course, or conducting your own instructor-driven course based on Wang materials. For example, if you are sending a student to the Wang site to learn Decision Processing, you would not have to establish a training environment.

Before you plan your training program, familiarize yourself with the entire guide.

Three Types of Students

Determine the type of student according to how he or she will be using the Wang system. We have defined three types of users.

- The **system administrator,** who is responsible for system management and who has the primary responsibility for successfully implementing the overall training program;
- The **key operator,** who is involved in developing office applications on the system and may assist the system administrator in training; and
- The **operator,** who is responsible for entering information into the system.

Establishing the Student's Training Path

Review the recommended training path for that type of student for the equipment the student will be using (OIS, VS/IIS, or WPS).

The three charts in Appendix A present the order in which we **recommend** each type of user completes the Office Systems Training Program. This may vary according to the needs of the particular company. We have established these paths based on which user is most likely to use a specific feature in their daily work. For example, an operator is more likely to use the List Processing feature than a key operator. However, as training administrator, you may choose to train all key operators in List Processing.

Since each instructional component builds on knowledge learned in the previous component, it is important to **complete the courses or documentation in the listed sequence.** For example, a user must know Word Processing and Glossary before beginning the *Decision Processing Reference Guide.*

Note the first piece of training the student should complete. For example, a new operator on a WPS would read the *Introduction to Wang Office Systems* before beginning the *Word Processing Training Package.* Review the course or document description in this guide.

Using this Guide

Keeping a Training Record

As students complete training courses or self-paced documentation, you may find it useful to keep a **training record** and to evaluate **follow-up** training requirements. In addition, you may want to have the student evaluate your training program and instructor to assist you in improving the training program.

We have included four forms that you may use as they are or adapt to your training program. (These forms, which are located in Appendix E, may be duplicated.)

- Student Training Record/Evaluation Form for a Basic Word Processing Training Course
- Student Training Record/Evaluation Form for an Advanced Word Processing Training and Applications Course
- Student Training Record/Evaluation Form for a System Administrator's Course
- Evaluation Form for an Office Systems Training Program

NOTE:
These forms are not intended to test students.

Make a copy of the appropriate Student Training Record/Evaluation form for the student and fill in the information at the top.

Scheduling the Student

Write down the date you plan to have the student complete the required training. Then schedule the student for training in your training classroom, at his/her workstation, or at the Wang site.

STUDENT TRAINING RECORD/EVALUATION FORM
Basic Word Processing Training

Student: Henry Samson
Address: Foy Printing Corporation
Mail Stop 1405
Industrial Way

System Administrator: Joanna Murray
Telephone number/extension: 458-6305 x2454

System: OIS √ Model 140
VS/IIS _____ Model _____
WPS _____ Model _____

STUDENT SKILL LEVEL
(Use these numbers to complete columns 3 and 4)

1 Needs to Learn — 2 Basic Concept Knowledge — 3 Comfortable Understanding — 4 Good Working Knowledge — 5 Expertise to Teach Others

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Word Processing Concepts	12/5/82	_/_/_	____	____	_____

Using this Guide

Establishing the Training Environment

If the training will take place in your company offices, follow these guidelines to establish an effective training environment.

NOTE:
We strongly recommend that you ask the student's supervisor or manager not to interrupt the training. You may wish to write a memo in advance of the course explaining that students will be more productive on the job if they are not interrupted during the learning process.

Environmental Conditions: The physical environment where learning takes place is an important factor in ensuring training success. The training area should have:

- Sufficient lighting
- Sufficient work space
- Wastepaper baskets
- Sufficient chairs
- Minimum noise in the environment
- Comfortable temperature
- Sufficient ventilation
- Freedom from distraction.

Training Equipment: Depending on the course, you may need the following equipment:

- Projection screen
- Overhead projector
- Extra bulb for projector
- Podium
- Flipchart
- Blackboard

Supplies: In general, you will want to have the following supplies available.

- Paper for printer
- Notebooks
- Pens/pencils
- Evaluation forms

Administering the Training Program

Complete any preparations specific to the course or documentation. Instructions for self-paced documentation are included in this guide. Instructions for certain instructor-driven courses, such as the System Administrator's course, are included in the course materials you receive when you take the course at Wang.

During training, you should:

- Be available.
- Answer questions.
- Observe, don't interrupt.
- Keep co-workers from interrupting.
- Encourage the student to take a break at the most convenient point for them.

Using this Guide

Evaluating the Student for Follow-up

When the student completes the training, write the date in the "Completion Date" column. Then rank the student's skill level using a number from 1-5. Then you, or the student's manager, can specify the number of the desired skill level for follow-up training.

STUDENT TRAINING RECORD/EVALUATION FORM
Basic Word Processing Training

Student: Henry Samson
Address: Toy Printing Corporation
Mail Stop 1405
Industrial Way

System Administrator: Joanne Murray
Telephone number/extension: 458-6305 x2451

System: OIS V Model 140
VS/IIS _____ Model _____
WPS _____ Model _____

STUDENT SKILL LEVEL
(Use these numbers to complete columns 3 and 4)

1 Needs to Learn — 2 Basic Concept Knowledge — 3 Comfortable Understanding — 4 Good Working Knowledge — 5 Expertise to Teach Others

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Word Processing Concepts	12/5/82	12/10/82	4	5	Follow-up Training 3/8/83

Instructor-driven Courses

The following courses are offered at the Wang site listed in your entitlement policy. Fee-based courses are indicated by an asterisk on the training path charts in Appendix A.

OIS Pre-Installation Seminar

This seminar serves as a general introduction to OIS customers before the equipment arrives. The seminar covers planning issues that need to be understood by the customer to ensure a smooth installation; for example, preparing the environment.

OIS or VS/IIS System Administrator's Course

This course trains the system administrator in developing, implementing, and maintaining procedures for OIS or VS/IIS systems, and covers basic operations. The system administrator will also learn to administer the self-paced training documentation.

OIS List Processing System Administrator's Course

This course teaches the student system management (equipment configuration, file formatting, and back-up) related to using the optional List Processing feature on the OIS. This feature allows the user to create and maintain files of information, and to use the information contained in those files to write reports, letters, and other office correspondence. Course materials include a *List Processing Student Handbook*.

If you would like to administer the course at your company site, you can buy the course materials, which include a *List Processing Instructor Guide*. For further information, contact your Wang customer support analyst.

Wang Seminar for Office Systems Supervisors

This seminar is offered to supervisors of Office Systems groups. Included in the seminar are the following topics: "Word Processing and Office Automation," "Promoting Word Processing," "Effective Site Utilization," "Choosing Proper Personnel," and "Office System Procedures."

Train the Trainer

This seminar is designed to teach the in-house trainer of a large corporation how to establish a training program. Included in the seminar are the following topics: "Teaching and Learning," "The Training Environment," "Classroom Presentation Techniques," "Teaching Word Processing," and "Evaluating Training."

Instructor-driven Courses

Math

This course is designed to teach the student to perform common mathematical functions on numbers that are part of a standard word processing document. This allows operations like column addition, percent calculations, and many others to be performed simply, easily, and accurately. Course materials include a *Math Support Package Student Handbook* (700-7013) that contains all the presentation material for the course, summary information, review questions, and exercises that the student can do during class.

If you would like to administer the Math course at your company site, you can buy the course materials, which include a *Math Support Package Instructor Guide* (700-7014). For further information, contact your Wang customer support analyst.

Decision Processing

This course is designed to teach the student how to use Decision Processing software on Wang Office Systems. Decision Processing is an extension of Wang Glossary. It allows users to increase the sophistication of their glossary entries, resulting in increased accuracy and time savings.

In addition, the course will teach the student how to use Decision Processing in conjunction with Math to perform sophisticated math operations. Students should complete the *Decision Processing Reference Guide* before attending this class. Course materials include a *Decision Processing Student Handbook* (700-7388).

If you would like to administer the Decision Processing course at your company site, you can buy the course materials, which include a *Decision Processing Instructor Guide* (700-7387). For further information, contact your Wang customer support analyst.

OIS Basic

This course is designed to teach the student how to use the optional Basic feature on the OIS. (The course **does not** teach Basic programming.)

Self-paced Documentation

Wang has developed training workbooks to teach Office Systems operations and applications that do not require instructor-driven training. Students can learn at their own pace with minimum guidance from the system administrator or key operator.

The time each student requires to complete a unit depends on the exercises in the unit and his/her own work habits. You should encourage the student to **take as much time as necessary to learn each operation.**

Introduction to Wang Office Systems (700-6944)

This booklet discusses the role of information as a business resource and introduces the automated office system as an information management tool. It contains examples of common business applications and shows how office systems can be used in the context of those applications. The booklet provides an overview of Wang's three families of office systems with brief descriptions of standard and optional hardware and software.

OIS Overview (700-7009)

The Office Information System (OIS) combines the technologies of word processing, data processing, and communications to meet the needs of the modern office. This book presents the most basic concepts of the three technologies and a general description of OIS equipment. In addition, the book describes the OIS tools and options that can simplify related office tasks.

Word Processing Training Package (777-4002)

This training package teaches the student to create, edit, print, and file documents on Wang Office Systems. In addition, the package teaches more advanced applications, such as printing in two columns, merging standard letters with a list of variables, and sorting columns of text.

This package is made up of the following items.

- Student Guide
- 14 Training Workbooks
- Glossary of Terms
- Training Information Card

NOTE:
The package also uses the Office Systems training diskette, which is included with this guide.

The Student Guide

This guide tells the student how to use the training package. It explains the graphic symbols used throughout the training package, the purpose of the Office Systems training diskette, and how to use the *Training Information Card* (777-4015). In addition, it provides an overview of the equipment and a keystroke summary of basic word processing operations. The summary is contained in a *Quick Reference Card* (777-4014). You can order more copies of the *Quick Reference Card* using the supplies ordering form at the back of this guide.

Self-paced Documentation

The Training Workbooks

Each workbook teaches closely-related concepts of word processing and provides detailed hands-on exercises. An illustrated unit summary at the end of each workbook provides a useful reference for the student. Each workbook also contains skills building exercises to test skills taught in the unit and a troubleshooting section ("what if I? ...") that covers the most common problems.

Glossary of Terms

This booklet lists new terms covered in the *Word Processing Training Package.*

Training Path

We recommend that inexperienced users complete the training workbooks in numerical sequence. We suggest they complete **every** topic and topic exercise, and each skills building exercise before proceeding to the next unit.

Users who have some experience with word processing equipment may wish to review the illustrated unit summary and then test their knowledge by completing only the skills building exercises for the unit.

Administration instructions

Be sure to read "Using This Guide" before completing the following instructions.

Prepare equipment. Power up the system and set the student's workstation to the Word Processing menu.

Retrieve training documents. Retrieve the training documents you will be using at each session. You do not have to retrieve all the training documents at once. The *Training Information Card* (Appendix B) contains a list of documents (according to unit). Retrieval instructions are listed in Appendix C.

Copy training documents. Make a copy of each training document for each student. Supercopy procedures are listed in Appendix D.

NOTE:
If you are using a WPS, you may wish to delete the original training documents (which are in library T) after making copies for each student. If you are using an OIS or a VS/IIS, do not delete the original training documents. When the users learn to move the cursor from one library to another during Document Index or multiple filing operations, we tell them to access Library T.

Complete training card. Fill in the *Training Information Card.* This card provides students with information needed to create documents in the correct library and operate the printer, and space to write down the document ID's of documents they create during training.

Self-paced Documentation

WANG

Word Processing Training Information Card

You are using a:
- Office Information System (OIS) _____
- VS/Integrated Information System (VS/IIS) _____
- Word Processing System (WPS) _____

You will be creating documents in Library _____

During your training, you will be using **training documents** provided by Wang to complete certain exercises. Your system administrator is responsible for writing the document ID's next to each document name.

You will also be creating many **new documents** during your training. Be sure to write the document ID's down in the space provided on this card.

Beneath each unit number on this card is a list of all documents used in the unit. Some documents are used in more than one unit. The first time a document is used, we provide a space for you or the system administrator to write a document ID. When you use the document again, the unit number in parentheses tells you where to find the document ID on this card.

Unit 1
- Training Documents
  - Introducing the Keyboard _____
  - Understanding Word Proc. _____
- New Documents
  - Memo to Manager _____
  - AAA Travel Agency _____
  - Far East Tours _____

Unit 2
- Training Documents
  - Resume for Ellen Scott _____
  - Understanding Word Proc. (Unit 1)
- New Documents
  - Christmas Sales Promotion _____
  - Format Lines _____
  - First National _____

Unit 3
- Training Documents
  - The Character Keys _____
  - The Combination Keys _____
  - The Screen Graphics _____
  - The Repeating Keys _____
- New Documents
  - Central Electric Company _____
  - Edit and Format _____

Unit 4
- Training Documents
  - Understanding Word Proc. (Unit 1)
  - The Character Keys (Unit 3)
- New Documents
  - Field Support Personnel _____
  - Create _____
  - Review _____

Unit 5
- Training Documents
  - The Keyboard (Unit 1)
  - Resume for Ellen Scott (Unit 2)
  - The Combination Keys (Unit 3)
- New Documents
  - AAA Travel Agency (Unit 1)
  - Far East Tours (Unit 1)
  - Christmas Sales Promotion (Unit 2)
  - First National (Unit 2)
  - Central Electric Company (Unit 3)
  - Field Support Personnel (Unit 4)
  - Review (Unit 4)

Unit 6
- Training Documents
  - Resume for Ellen Scott (Unit 2)
  - The Character Keys (Unit 3)
- New Documents
  - Decimal Tab Alignment _____
  - Wang Ruler _____
  - Format Keys _____
  - Create Pages _____
  - Format Line _____
  - Centering Text _____
  - Music Lessons _____

Unit 7
- Training Documents
  - Resume for Ellen Scott (Unit 2)
  - Market Report _____
  - Page Length _____
- New Documents
  - The Bells _____
  - Typing Letters & Memos _____
  - Typing _____

Unit 8
- New Documents
  - Conference _____
  - List _____
  - The Bells (Unit 7)
  - Testing Super Copy _____
  - Copy _____
  - Memo _____
  - Hotel _____
  - Seminar _____

Unit 9
- Training Documents
  - Job Fair _____
  - Budget Review Memo _____
  - Hyphenation Practice _____
  - Required Page Break _____
  - What is Word Processing? _____
- New Documents
  - Annual _____
  - Office Information Center _____
  - Annual Report Memo _____
  - Marquis _____

Unit 10
- Training Documents
  - Stockholders _____
  - Proportional Space _____
  - Colors _____
  - Cumbersome Typing _____
  - Insurance Plans _____
- New Documents
  - The Fox _____
  - New Accounts _____

Self-paced Documentation

Unit 12

Training Documents

- Address List _____
- Address List - Dual Column _____
- Address List - Left Column _____
- Address List - Right Column _____
- Let's Compare _____
- Let's Compare - Left _____
- Let's Compare - Right _____
- Horizontal Align _____
- Telephone List and Memo _____
- Telephone List - Left _____
- Telephone List - Right _____

New Documents

- Dual Column _____
- Special Dual Column 1 _____
- Special Dual Column 2 _____
- Brochure _____

Unit 13

New Documents

- Public Relations Letter _____
- Public Relations Variables _____
- Public Relations Envelope _____
- Primary - Merge Print _____
- Secondary - Merge Print _____
- Letter _____
- Variables _____
- Envelope _____

Unit 14

Training Documents

- Try Sorting Text _____
- Occupations _____
- Six Places _____
- Request for Personnel _____

New Documents

- Produce Order _____
- Personnel Records _____

Printing Instructions

1. Select "Print Document" from the Word Processing menu by positioning the acceptance block and pressing EXECUTE.
2. Enter the ID of the document to be printed and press EXECUTE.
3. Complete the Print Document menu:
   - Press RETURN eight times to move the cursor to the entry field "Character Set No.". Enter the character set number listed on your training information card.
   - Press RETURN to move the cursor to the entry field "Printer No.". Then enter the printer number listed on your training information card.
   - Press RETURN three times to move the cursor to the column labelled "DEVICE". Press the space bar until the acceptance block is positioned next to the device listed on your training information card.
   - Press RETURN to move the cursor to the column labelled "Pitch". Press the space bar until the acceptance block is positioned next to the pitch listed on your training information card.
   - Press RETURN twice to move the cursor to the column labelled "FORMS". Press the space bar to select "Single" or "Continuous" according to the selection listed on your training information card.
   - Press RETURN twice to move the cursor to the column labelled "SUMMARY". Press the space bar to select "Omit".
4. Loading paper in the printer
   - If you have a standard character printer, insert an 8 1/2 x 11 inch sheet of paper in the printer. Adjust the platen to where you want the system to begin printing on the paper.
   - If your printer has a forms tractor or a twin sheet feeder attached, check to see if there is paper already loaded in the printer. If there is no paper, ask your system administrator for assistance.
5. Printing the document
   - If you have a standard character printer and you selected "Single" in the "FORMS" column, the printer automatically deselects the printer. To start printing the document, you must press SELECT. If you selected "Continuous" in the "FORMS" column, and the SELECT switch is illuminated, the printer will print on the platen.
   - If you have a twin sheet feeder or forms tractor and you selected "Continuous" in the "FORMS" column, the printer will automatically begin printing if the SELECT switch is illuminated. Look at the control panel. Press SELECT if the switch is **not** illuminated.
6. If you have a standard character printer or a forms tractor, press TOP OF PAGE to remove the printed document. The twin sheet feeder automatically ejects the printed document into the paper bin.

You will need the following information when you print a document:

Character set number _____
Printer number _____
Device: Character _____ Line _____
Pitch: _____
Forms: Continuous _____ Standard/Single _____

Self-paced Documentation

It is your responsibility to fill in the following information.

- Which system the student is using. This will help the student to follow instructions according to the appropriate equipment graphic.
- Which library the student is to use. On a WPS, there is only one creation library. On an OIS or VS/IIS, the system administrator will create the libraries available for training use.
- The document ID's of the supercopied training documents.
- The printer number for the character printer. We recommend you use a character printer rather than a line printer for training purposes.
- The character set number for the print wheel installed on the character printer.
- The pitch of the print wheel installed on the character printer.
- "Continuous" if the character printer has a twin sheet feeder or a forms tractor installed.
- "Single" or "Standard" if you have a standard character printer without any feeder options.

NOTE:
A Training Information Card is included in the Word Processing Training Package. You can order more copies by specifying order number 777-4015 on the supplies ordering form.

Gather supplies. You will need the following supplies:

- **New** archive diskettes (two per student)
- Write Protect tabs and blank diskette labels
- Wang rulers
- Proportional space print wheel
- Extra 10-, 12-, or 15-pitch print wheel.

Self-paced Documentation

Preparing the User

Before a student begins the package, provide him/her with a brief overview of the program. Then,

- Remind the student to read the *Student Guide* completely and explain the use of the *Quick Reference Card.*
- Hand out the *Training Information Card* and briefly explain its use. Reinforce the difference between training documents and documents that the learner creates.
- Explain the purpose of the *Glossary of Terms.*
- Show the student where the printer and diskette drive are located.
- Remind the student that the training package is a self-paced course, but that you will assist if there are problems understanding a concept or completing an exercise.
- Encourage the student to take a break at appropriate intervals (**not** in the middle of a topic or exercise).

Glossary Training Workbook (700-6983)

This training workbook teaches the student how to use Glossary on Wang Office Systems. Glossary allows the user to store frequently used text and word processing operations and later recall them using only two keystrokes. For example, a user can type, store, and recall the company name or a standard memo heading.

In Unit 1 of the *Glossary Training Workbook* the student recalls entries from a training glossary document, "The Training Glossary," to a standard document. In this way, the student can use the Glossary feature before creating a glossary document her/himself. The training glossary document is stored on the Office Systems training diskette.

Administration Instructions

Be sure to read "Using This Guide" before completing the following instructions.

Retrieve. Retrieve the training glossary document (0321.) from the Office Systems training diskette to your system. Retrieval instructions are located in Appendix C. The training glossary document needs to be retrieved to your system only once.

Verify. Verify the document:

- Select "Glossary Functions" from the Word Processing menu (on an OIS or VS/IIS) or "Other Functions" from the Word Processing menu (on a WPS)
- Select "Edit Old Glossary" from the Glossary Functions menu
- Enter 0321. as the glossary document ID and press EXECUTE twice
- Verify the document by pressing

  CANCEL
  CANCEL
  EXECUTE
  EXECUTE

- Do not attach the glossary document. When the prompt "Attach it?" appears, press CANCEL.

Supercopy. Supercopy "The Training Glossary" into a new glossary document named "Copy of Training Glossary" for each student. Supercopy procedures are described in Appendix D.

Verify. Verify the supercopied glossary:

CANCEL
CANCEL
EXECUTE
EXECUTE

Attach. Attach "Copy of Training Glossary" to the student's workstation:

- Select "Glossary Functions" from the Word Processing menu (on an OIS or VS/IIS) or "Other Functions" from the Word Processing menu (on a WPS)
- Select "Attach Glossary" from the Glossary Functions menu
- Enter the glossary document ID for "Copy of Training Glossary" and press EXECUTE.

Self-paced Documentation

You may make as many copies of the training glossary document as necessary so that each student can use it individually. Each copy can be used by only one student at a time, but the same copy can be used repeatedly. If a copy is damaged, it can be deleted from the system, and another copy made. If the original document is damaged, you can retrieve it from the training diskette again.

When the student has completed the *Glossary Training Workbook*, you can delete the "Copy of Training Glossary" from your system or store it on the system for future use. You retrieve, file, and delete a glossary document in the same manner as a standard document.

Advanced Functions Training Workbook (OIS and VS/IIS) (700-7018)

The *Advanced Functions Training Workbook* teaches the student to use the following four advanced functions:

- Automatic Paragraph Numbering/Table of Contents Generator (APN/TOC)
- Calculator
- Document Merge
- Index Generator

The remaining Advanced Functions are described in separate user manuals (see the *Corporate Publications Literature Catalog* 700-5294).

This workbook can be used to learn advanced functions on a VS/IIS. However, you access the advanced functions from the Utilities menu.

The Office Systems training diskette contains practice documents to be used with the unit exercises and the supplementary exercises. If more than one student is learning Advanced Functions at the same time, we recommend that you or the student super copy the training documents into documents created in their libraries. This allows all the students to use the same exercises at once.

Decision Processing Reference Guide (700-4614)

This reference guide uses a step-by-step approach to teach the student how to use Decision Processing on Wang Office Systems. Decision Processing is an extension of Wang Glossary. It allows the user to increase the sophistication of glossary entries, resulting in increased accuracy and time savings. Students should read this guide before attending the Decision Processing instructor-driven class.

OIS List Processing Training Workbook (700-6974)

This training workbook teaches the student to use the List Processing feature on the OIS. This feature allows the user to create and maintain files of information, and to use the information contained in those files to write reports, letters, and other office correspondence.

Appendix A
Recommended Training Paths

OIS Training Path

System Administrator
Key Role:(System Management)

Introduction to Wang Office Systems (Booklet)

OIS Overview (SP)

OIS Pre-Installation Seminar (ID)

WP Training Package (SP)

OIS System Administrator's Course (ID)

*OIS List Processing System Administrator's Course (ID)

*Wang Seminar for Office Systems Supervisors (ID)

*Train the Trainer (ID)

Key Operator
(Application Development)

Introduction to Wang Office Systems (Booklet)

OIS Overview (SP)

OIS Pre-Installation Seminar (ID)

WP Training Package (SP)

OIS System Administrator's Course (ID)

Glossary Training (SP) Workbook

Decision Processing Reference Guide

Math (ID)

*Decision Processing (ID)

*OIS Basic (ID)

Operator
(Input of Information)

Introduction to Wang Office Systems (Booklet)

OIS Overview (SP)

WP Training Package (SP)

Advanced Functions Training Workbook (OIS & VS/IIS) (SP)

OIS List Processing Training Workbook (SP)

"ID" indicates an instructor-driven course. "SP" indicates self-paced documentation.

*Fee-based course

Appendix A
Recommended Training Paths

VS/IIS Training Path

System Administrator
Key Role: (System Management)

Introduction to Wang Office Systems (Booklet)

WP Training Package (SP)

*VS/IIS System Administrator's Course (ID)

*Train the Trainer (ID)

Key Operator
(Application Development)

Introduction to Wang Office Systems (Booklet)

WP Training Package (SP)

*VS/IIS System Administrator's Course (ID)

Glossary Training Workbook (SP)

Decision Processing Reference Guide

Math (ID)

*Decision Processing (ID)

Operator
(Input of Information)

Introduction to Wang Office Systems (Booklet)

WP Training Package (SP)

Advanced Functions Training Workbook (OIS & VS/IIS) (SP)

"ID" indicates an instructor-driven course. "SP" indicates self-paced documentation.

*Fee-based course

Appendix A
Recommended Training Paths

WPS Training Path

Key Operator
Key Role: (Application Development)

Introduction to Wang Office Systems (Booklet)

WP Training Package (SP)

Glossary Training Workbook (SP)

Decision Processing Reference Guide

*Math (ID)

*Decision Processing (ID)

*Wang Seminar for Office Systems Supervisors (ID)

*Train the Trainer (ID)

Operator
(Input of Information)

Introduction to Wang Office Systems (Booklet)

WP Training Package (SP)

"ID" indicates an instructor-driven course. "SP" indicates self-paced documentation.

*Fee-based course

Appendix B
Word Processing
Training Information Card

The Word Processing Training Information Card is for student use with the *Word Processing Training Package.* One card is included with each package. To order more cards, specify order number 777-4015 on the supplies ordering form in the back of this guide.

WANG

Word Processing Training Information Card

You are using a:

Office Information System (OIS) _____
VS/Integrated Information System (VS/IIS) _____
Word Processing System (WPS) _____

You will be creating documents in Library _____

During your training, you will be using **training documents** provided by Wang to complete certain exercises. Your system administrator is responsible for writing the document ID's next to each document name.

You will also be creating many **new documents** during your training. Be sure to write the document ID's down in the space provided on this card.

Beneath each unit number on this card is a list of all documents used in the unit. Some documents are used in more than one unit. The first time a document is used, we provide a space for you or the system administrator to write a document ID. When you use the document again, the unit number in parentheses tells you where to find the document ID on this card.

Unit 1

Training Documents
- Introducing the Keyboard _____
- Understanding Word Proc. _____

New Documents
- Memo to Manager _____
- AAA Travel Agency _____
- Far East Tours _____

Unit 2

Training Documents
- Resume for Ellen Scott _____
- Understanding Word Proc. (Unit 1)

New Documents
- Christmas Sales Promotion _____
- Format Lines _____
- First National _____

Unit 3

Training Documents
- The Character Keys _____
- The Combination Keys _____
- The Screen Graphics _____
- The Repeating Keys _____

New Documents
- Central Electric Company _____
- Edit and Format _____

Unit 4

Training Documents
- Understanding Word Proc. (Unit 1)
- The Character Keys (Unit 3)

New Documents
- Field Support Personnel _____
- Create _____
- Review _____

Unit 5

Training Documents
- The Keyboard (Unit 1)
- Resume for Ellen Scott (Unit 2)
- The Combination Keys (Unit 3)

New Documents
- AAA Travel Agency (Unit 1)
- Far East Tours (Unit 1)
- Christmas Sales Promotion (Unit 2)
- First National (Unit 2)
- Central Electric Company (Unit 3)
- Field Support Personnel (Unit 4)
- Review (Unit 4)

Unit 6

Training Documents
- Resume for Ellen Scott (Unit 2)
- The Character Keys (Unit 3)

New Documents
- Decimal Tab Alignment _____
- Wang Ruler _____
- Format Keys _____
- Create Pages _____
- Format Line _____
- Centering Text _____
- Music Lessons _____

Unit 7

Training Documents
- Resume for Ellen Scott (Unit 2)
- Market Report _____
- Page Length _____

New Documents
- The Bells _____
- Typing Letters & Memos _____
- Typing _____

Unit 8

New Documents
- Conference _____
- List _____
- The Bells (Unit 7)
- Testing Super Copy _____
- Copy _____
- Memo _____
- Hotel _____
- Seminar _____

Unit 9

Training Documents
- Job Fair _____
- Budget Review Memo _____
- Hyphenation Practice _____
- Required Page Break _____
- What is Word Processing? _____

New Documents
- Annual _____
- Office Information Center _____
- Annual Report Memo _____
- Marquis _____

Unit 10

Training Documents
- Stockholders _____
- Proportional Space _____
- Colors _____
- Cumbersome Typing _____
- Insurance Plans _____

New Documents
- The Fox _____
- New Accounts _____

Unit 12

Training Documents

- Address List _____
- Address List - Dual Column _____
- Address List - Left Column _____
- Address List - Right Column _____
- Let's Compare _____
- Let's Compare - Left _____
- Let's Compare - Right _____
- Horizontal Align _____
- Telephone List and Memo _____
- Telephone List - Left _____
- Telephone List - Right _____

New Documents

- Dual Column _____
- Special Dual Column 1 _____
- Special Dual Column 2 _____
- Brochure _____

Unit 13

New Documents

- Public Relations Letter _____
- Public Relations Variables _____
- Public Relations Envelope _____
- Primary - Merge Print _____
- Secondary - Merge Print _____
- Letter _____
- Variables _____
- Envelope _____

Unit 14

Training Documents

- Try Sorting Text _____
- Occupations _____
- Six Places _____
- Request for Personnel _____

New Documents

- Produce Order _____
- Personnel Records _____

Printing Instructions

1. Select "Print Document" from the Word Processing menu by positioning the acceptance block and pressing EXECUTE.
2. Enter the ID of the document to be printed and press EXECUTE.
3. Complete the Print Document menu:
   - Press RETURN eight times to move the cursor to the entry field "Character Set No.". Enter the character set number listed on your training information card.
   - Press RETURN to move the cursor to the entry field "Printer No.". Then enter the printer number listed on your training information card.
   - Press RETURN three times to move the cursor to the column labelled "DEVICE". Press the space bar until the acceptance block is positioned next to the device listed on your training information card.
   - Press RETURN to move the cursor to the column labelled "Pitch". Press the space bar until the acceptance block is positioned next to the pitch listed on your training information card.
   - Press RETURN twice to move the cursor to the column labelled "FORMS". Press the space bar to select "Single" or "Continuous" according to the selection listed on your training information card.
   - Press RETURN twice to move the cursor to the column labelled "SUMMARY". Press the space bar to select "Omit".
4. Loading paper in the printer
   - If you have a standard character printer, insert an 8 1/2 x 11 inch sheet of paper in the printer. Adjust the platen to where you want the system to begin printing on the paper.
   - If your printer has a forms tractor or a twin sheet feeder attached, check to see if there is paper already loaded in the printer. If there is no paper, ask your system administrator for assistance.
5. Printing the document
   - If you have a standard character printer and you selected "Single" in the "FORMS" column, the printer automatically deselects the printer. To start printing the document, you must press SELECT. If you selected "Continuous" in the "FORMS" column, and the SELECT switch is illuminated, the printer will print on the platen.
   - If you have a twin sheet feeder or forms tractor and you selected "Continuous" in the "FORMS" column, the printer will automatically begin printing if the SELECT switch is illuminated. Look at the control panel. Press SELECT if the switch is **not** illuminated.
6. If you have a standard character printer or a forms tractor, press TOP OF PAGE to remove the printed document. The twin sheet feeder automatically ejects the printed document into the paper bin.

You will need the following information when you print a document:

Character set number _____
Printer number _____
Device: Character _____ Line _____
Pitch: _____
Forms: Continuous _____ Standard/Single _____

Printed in U.S.A. 777-4015 6-82-100M

Appendix C
Document Retrieval Procedures

The following procedures are for retrieving training documents from the Office Systems training diskette.

1. Select "Document Filing" from the Word Processing menu.

2. Position the acceptance block next to "Retrieve from Archive Diskette" by pressing the space bar.

3. Press RETURN to move the cursor to the second column.

4. Position the acceptance block next to "Multiple" by pressing the space bar.

5. Press EXECUTE.

6. Mount the archive diskette. The index of training documents is displayed.

7. Select the training document(s) to be retrieved. (On an OIS or VS/IIS, press the space bar to position the cursor beneath the document ID and then press INSERT. On a WPS, press the space bar to position the cursor beneath the document ID and then press RETURN.)

8. Press EXECUTE until the retrieval operation is complete.

Appendix D
Document Supercopy Procedures

The following procedures are for supercopying training documents for each student.

1. Select "Create New Document" from the Word Processing menu or "Create New Glossary" from the Glossary Functions menu.

2. Complete the Document Summary entering the name of the training document in the Document Name field, the user's name in the operator field, "Training Document" in the author field, and "Supercopy" and the document ID in the comments field.

3. Press EXECUTE

4. Hold down SHIFT and press COPY

5. Enter the appropriate training document ID

6. Press EXECUTE

7. Press FORMAT

8. Press GO TO PAGE, enter 99, and press the South Cursor key (↓)

9. Press EXECUTE.

NOTE:
On an OIS or VS/IIS, you can use the Rename Document utility. If you are a key operator, consult your system administrator before using this utility.

Appendix E
Sample Student Training Record/Evaluation Forms

This appendix contains sample forms that you may use to keep track of student progress and to evaluate your training program. You may wish to modify these forms to reflect your own training priorities.

STUDENT TRAINING RECORD/EVALUATION FORM
Basic Word Processing Training

Student: _____
Address: _____
_____
_____

System Administrator: _____
Telephone number/extension: _____

System: OIS _____ Model _____
VS/IIS _____ Model _____
WPS _____ Model _____

STUDENT SKILL LEVEL
(Use these numbers to complete columns 3 and 4)

1	2	3	4	5
Needs to Learn	Basic Concept Knowledge	Comfortable Understanding	Good Working Knowledge	Expertise to Teach Others

---

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Word Processing Concepts	__/__/__	__/__/__	_____	_____	_____
Document Creation					
Creating a Document	__/__/__	__/__/__	_____	_____	_____
Document Summary	__/__/__	__/__/__	_____	_____	_____
Locate Operations					
Cursor Position Keys	__/__/__	__/__/__	_____	_____	_____
NEXT SCRN/PREV SCRN	__/__/__	__/__/__	_____	_____	_____
GO TO PAGE	__/__/__	__/__/__	_____	_____	_____
Search/Global Search	__/__/__	__/__/__	_____	_____	_____
Format Operations					
Revising a Format Line	__/__/__	__/__/__	_____	_____	_____
Format Keys	__/__/__	__/__/__	_____	_____	_____
Pagination/Repagination	__/__/__	__/__/__	_____	_____	_____
Using the Wang Ruler	__/__/__	__/__/__	_____	_____	_____
Document Editing	__/__/__	__/__/__	_____	_____	_____
Highlighting Text	__/__/__	__/__/__	_____	_____	_____
Deleting Text	__/__/__	__/__/__	_____	_____	_____
Inserting Text	__/__/__	__/__/__	_____	_____	_____
Replacing Text	__/__/__	__/__/__	_____	_____	_____
Globally Replacing Text	__/__/__	__/__/__	_____	_____	_____
Copying Text	__/__/__	__/__/__	_____	_____	_____
Moving Text	__/__/__	__/__/__	_____	_____	_____
Super Copying Text	__/__/__	__/__/__	_____	_____	_____
Super Moving Text	__/__/__	__/__/__	_____	_____	_____
Document Printing	__/__/__	__/__/__	_____	_____	_____

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Document Filing					
Single Filing	__/__/__	__/__/__	_____	_____	_____
Multiple Filing	__/__/__	__/__/__	_____	_____	_____
Range Filing	__/__/__	__/__/__	_____	_____	_____
Diskette Handling	__/__/__	__/__/__	_____	_____	_____
Document Index Concepts	__/__/__	__/__/__	_____	_____	_____
Index Memory	__/__/__	__/__/__	_____	_____	_____

Suggested follow-up: Immediate ____ Within one week ____ At a later date (specify) _____

Comments _____

STUDENT TRAINING RECORD/EVALUATION FORM
Advanced Word Processing Training and Applications

Student: _____ System Administrator: _____
Address: _____ Telephone number/extension: _____
_____
_____ System: OIS ____ VS/IIS____ WPS____

STUDENT SKILL LEVEL
(Use these numbers to complete columns 3 and 4)

1	2	3	4	5
Needs to Learn	Basic Concept Knowledge	Comfortable Understanding	Good Working Knowledge	Expertise to Teach Others

---

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Attributes					
Underscore	__/__/__	__/__/__	_____	_____	_____
Autoscore	__/__/__	__/__/__	_____	_____	_____
Double Underscore	__/__/__	__/__/__	_____	_____	_____
Strike Through	__/__/__	__/__/__	_____	_____	_____
Superscript/Subscript	__/__/__	__/__/__	_____	_____	_____
Boldface	__/__/__	__/__/__	_____	_____	_____
Centering Headings over Columns	__/__/__	__/__/__	_____	_____	_____
Printing Special Characters	__/__/__	__/__/__	_____	_____	_____
Proportional Spacing	__/__/__	__/__/__	_____	_____	_____
Dual Column	__/__/__	__/__/__	_____	_____	_____
Merge					
Create Primary Document	__/__/__	__/__/__	_____	_____	_____
Create Secondary Document	__/__/__	__/__/__	_____	_____	_____
Merge Print	__/__/__	__/__/__	_____	_____	_____
Sort	__/__/__	__/__/__	_____	_____	_____
Utilities					
Dictionary Builder	__/__/__	__/__/__	_____	_____	_____
Document Compare	__/__/__	__/__/__	_____	_____	_____
Duplicate Disk	__/__/__	__/__/__	_____	_____	_____
Library Catalog	__/__/__	__/__/__	_____	_____	_____
Recover Document	__/__/__	__/__/__	_____	_____	_____
Security Erase	__/__/__	__/__/__	_____	_____	_____
Sort Document	__/__/__	__/__/__	_____	_____	_____
Spelling Verification	__/__/__	__/__/__	_____	_____	_____
Typewriter	__/__/__	__/__/__	_____	_____	_____

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Glossary					
Create/Edit a Glossary	__/__/__	__/__/__	_____	_____	_____
Verify/Attach a Glossary	__/__/__	__/__/__	_____	_____	_____
Recall a Glossary	__/__/__	__/__/__	_____	_____	_____
Math	__/__/__	__/__/__	_____	_____	_____
Decision Processing	__/__/__	__/__/__	_____	_____	_____
Advanced Functions					
OIS List Processing	__/__/__	__/__/__	_____	_____	_____
Autoparagraph Numbering	__/__/__	__/__/__	_____	_____	_____
Calculator	__/__/__	__/__/__	_____	_____	_____
Document Merge	__/__/__	__/__/__	_____	_____	_____
Format Modification	__/__/__	__/__/__	_____	_____	_____
Index Generator	__/__/__	__/__/__	_____	_____	_____
OIS Mailbox	__/__/__	__/__/__	_____	_____	_____
Readability Index	__/__/__	__/__/__	_____	_____	_____
Super Global Replace	__/__/__	__/__/__	_____	_____	_____
OIS Basic Applications	__/__/__	__/__/__	_____	_____	_____

Suggested follow-up: Immediate ____ Within one week ____ At a later date (specify) ____

Comments _____

STUDENT TRAINING RECORD/EVALUATION FORM
OIS System Administrator's Course

Student: _____
Address: _____
_____
_____

System Administrator: _____
Telephone number/extension: _____

System: OIS ____ Model: ____

STUDENT SKILL LEVEL
(Use these numbers to complete columns 3 and 4)

1 — Needs to Learn
2 — Basic Concept Knowledge
3 — Comfortable Understanding
4 — Good Working Knowledge
5 — Expertise to Teach Others

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
WP Training Package	__/__/__	__/__/__	____	____	_____
Supervisory Functions					
Change Document Password	__/__/__	__/__/__	____	____	_____
Clear in Use Condition	__/__/__	__/__/__	____	____	_____
Create Library	__/__/__	__/__/__	____	____	_____
Document Summary Collection	__/__/__	__/__/__	____	____	_____
Make Paragraph File	__/__/__	__/__/__	____	____	_____
Management Statistics	__/__/__	__/__/__	____	____	_____
Rename Document	__/__/__	__/__/__	____	____	_____
Set Workstation Defaults	__/__/__	__/__/__	____	____	_____
Volume Utilities					
Catalog List/Display	__/__/__	__/__/__	____	____	_____
Initialize Volume	__/__/__	__/__/__	____	____	_____
Rename Volume	__/__/__	__/__/__	____	____	_____
Recover Volume	__/__/__	__/__/__	____	____	_____
File Utilities					
Single File Copy	__/__/__	__/__/__	____	____	_____
Single File Delete	__/__/__	__/__/__	____	____	_____
Single File Rename	__/__/__	__/__/__	____	____	_____
Multiple File Copy	__/__/__	__/__/__	____	____	_____
Multiple File Delete	__/__/__	__/__/__	____	____	_____
Multiple File Rename	__/__/__	__/__/__	____	____	_____
Back-up	__/__/__	__/__/__	____	____	_____
Assign Passwords	__/__/__	__/__/__	____	____	_____
Other	__/__/__	__/__/__	____	____	_____

Operation	Date of Planned Activity	Completion Date	Skill Level	Desired Skill Level	Comments
Control Functions					
Queue Control	__/__/__	__/__/__	_____	____	_____
Device Control	__/__/__	__/__/__	_____	____	_____
Disk Control	__/__/__	__/__/__	_____	____	_____
Message Control	__/__/__	__/__/__	_____	____	_____
Install Software Package	__/__/__	__/__/__	_____	____	_____
Volume Security Option					
Erase Volume	__/__/__	__/__/__	_____	____	_____
Recover Volume	__/__/__	__/__/__	_____	____	_____

Suggested follow-up: Immediate ____ Within one week ____ At a later date (specify) _____

Comments _____

EVALUATION FORM
Office Systems Training Program

Student: _____
Address: _____
_____
_____

System Administrator: _____
Telephone number/extension: _____
Course/document name: _____
System: OIS ____ VS/IIS____ WPS____

1. Did the training provide you with adequate information? Yes ____ No ____ If not, why not? Please list any operations that were not adequately covered.

2. Was your preparation prior to training adequate? Yes ____ No ____ If not, how do you feel you could have been better prepared?

3. Was the length of training satisfactory? Yes ____ No ____ If not, why not?

4. Were the presentations given in a logical order? Yes ____ No ____ If not, which order would you suggest?

5. Was the material presented logically and clearly? Yes ____ No ____ If not, why not?

6. Were the materials:
   accurate Yes ____ No ____
   easy to use Yes ____ No ____
   adequate Yes ____ No ____

7. Were the exercises relevant to your office needs? Yes ____ No ____ If not, why not?

8. Was the training area conducive to learning? Yes____ No____ If not, why not?

9. Were the overheads clear and adequate? Yes____ No____

10. Were the instructor's presentations clear and concise? Yes____ No____ If not, why not?

11. How relevant to your work environment was the content of the material taught?

12. Could any training modules have been eliminated? Yes _____ No _____ Why?

13. Is there any additional training you would like to see included? Yes _____ No _____

14. Were all your questions answered? Yes _____ No _____

15. List below any comments, suggestions, criticisms or general remarks that you feel would be beneficial in organizing future training sessions.

Appendix F
Documents Stored on the Office Systems Training Diskette

Glossary Training Workbook The Training Glossary (0321)

Advanced Functions Training Workbook

APN/TOC Skills Building (1001R)
Index Skills Building (1002R)
Doc. Merge Primary Doc. (1003R)
Doc. Merge secondary (1004R)
APN/TOC exercise (1005R)
Index Generator Exercise (1006R)
DOCUMENT MERGE Primary (1007R)
DOCUMENT MERGE Secondary 1008R)

Math Student Handbook Math Training Glossary (0638)

Word Processing Training Package

Introducing the Keyboard (5001T)
Understanding Word Proc. (5002T)
Resume for Ellen Scott (5003T)
The Character Keys (5004T)
The Combination Keys (5005T)
The Screen Graphics (5006T)
The Repeating Keys (5007T)
Market Report (5008T)
Page Length (5009T)
Job Fair (5010T)
Budget Review Memo (5011T)
Hyphenation Practice (5012T)
Required Page Break (5013T)
What is Word Processing (5014T)
Stockholders (5015T)
Proportional Space (5016T)
Colors (5017T)
Cumbersome Typing (5018T)
Insurance Plans (5019T)
Address List (5020T)
Address List - Dual Column (5021T)
Address List - Left Column (5022T)
Address List - Right Column (5023T)
Let's Compare (5024T)
Let's Compare - Left (5025T)
Let's Compare - Right (5026T)
Horizontal Align (5027T)
Telephone List and Memo (5028T)
Telephone List - Left (5029T)
Telephone List - Right (5030T)
Try Sorting Text (5031T)
Occupations (5032T)
Six Places (5033T)
Request for Personnel (5034T)

WANG

The completed order form should be mailed to:
WANG LABORATORIES, INC.
Supplies Division
51 Middlesex St.
No. Chelmsford MA 01863

To Order by Phone, Call:
(800)225-0234
From Mass., Hawaii, and Alaska
(617)256-1400
TELEX 951-743

Order Form for Wang Manuals and Documentation

① Customer Number (If Known)

② Bill To: Ship To:

③ Customer Contact: ( ) ( ) Phone Name

④ Date Purchase Order Number

⑤ Taxable Yes ☐ No ☐ ⑥ Tax Exempt Number

⑦ Credit This Order to A Wang Salesperson Please Complete Salesperson's Name Employee No. RDB No.

⑧ Document Number	Description	Quantity	⑨ Unit Price	Total Price

⑩ Authorized Signature Date

Sub Total	
Less Any Applicable Discount	
Sub Total	
Local State Tax	
Total Amount	

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6. If tax exempt, please provide your exemption number.
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WANG

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Title Office Systems Training Guide

Publications Number 777-4010

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- ☐ Classroom text (teacher)
- ☐ Self-study text
- ☐ Aid to advanced knowledge
- ☐ Guide to operating instructions
- ☐ As a reference manual
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